1. **Regarding 5.3.2.F.1)** "The Offeror shall address each RFP requirement (RFP Section 2 and Section 3) in its Technical Proposal with a cross reference to the requirement and describe how its proposed goods and services, including the goods and services of any proposed subcontractor(s), will meet or exceed the requirement(s). If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement. Any paragraph in the Technical Proposal that responds to an RFP requirement shall include an explanation of how the work will be performed. The response shall address each requirement in Section 2 and Section 3 in order and shall contain a cross reference to the requirement."
   Question: We assume "cross reference to the requirement" would be met by citing the section number and response as defined in section 5.3.1, "In addition to the instructions below, responses in the Offeror's Technical Proposal shall reference the organization and numbering of Sections in the RFP (e.g., "**Section 2.2.1 Response** . . .; "**Section 2.2.2 Response** . . .,"). Is this correct?

A-1: Correct

2. **Regarding 5.3.2.F.2) – 11)**. 2) – 11) also are required to be included in Tab E. In order to help evaluators and limit the number of pages, where should the vendor address requirements 2) – 11)? Should this be a standalone section after addressing RFP Section 2 and Section 3 or embedded in the appropriate section (see bolded suggested section placement in the following table) with the requirement number in parenthesis after it to call out where it has been addressed?

2) Any exception to a requirement, term, or condition may result in having the Proposal classified as not reasonably susceptible of being selected for award or the Offeror deemed not responsible.	**Tab C Executive Summary**
3) The Offeror shall give a definitive Section-by-Section description of the proposed plan to meet the requirements of the RFP, i.e., a Work Plan. The Work Plan shall include the specific methodology, techniques, and number of staff, if applicable, to be used by the Offeror in providing the required goods and services as outlined in RFP Section 2, Contractor Requirements: Scope of Work. The description shall include an outline of the overall management concepts employed by the Offeror and a project management plan, including project control mechanisms and overall timelines. Project deadlines considered contract deliverables must be recognized in the Work Plan.	**Embedded in 5.3.3.F.1)?**

4) Implementation Schedule - Offeror shall provide a proposed implementation schedule with its proposal.	**Either 2.3.1.1 or 3.1.3 per Question 2 clarification.**
5) The Offeror shall identify the location(s) from which it proposes to provide services, including, if applicable, any current facilities that it operates, and any required construction to satisfy the State's requirements as outlined in this RFP.	**Complete Attachment L.**
6) The Offeror shall provide a draft Problem Escalation Procedure (PEP) that includes, at a minimum, titles of individuals to be contacted by the Contract Monitor should problems arise under the Contract and explains how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner. Final procedures shall be submitted as indicated in Section 3.8.	**3.8 Problem Escalation Procedure**
7) Disaster Recovery and Security Model description - For hosted services, the Offeror shall include its DR strategy, and for on premise, a description of a recommended DR strategy.	**3.5 Disaster Recovery and Data**
8) The Offeror shall include a deliverable description and schedule describing the proposed Deliverables as mapped to the State SDLC and the Deliverables table in Section 2.4.4. The schedule shall also detail proposed submission due date/frequency of each recommended Deliverable.	**2.4 Deliverables**
9) The Offeror shall include an SLA as identified in Section 2.6, including service level metrics offered and a description how the metrics are measured, any SLA credits should the service level metrics not be met, and how the State can verify the service level. The Offeror shall describe how service level performance is reported to the State.	**2.5 Service Level Agreement**
10) Non-Compete Clause Prohibition: The Department seeks to maximize the retention of personnel working under the Contract whenever there is a transition of the Contract from one contractor to another so as to minimize disruption due to a change in contractor and maximize the maintenance of institutional knowledge accumulated by such personnel. To help achieve this objective of staff retention, each Offeror shall agree that if awarded the Contract, the Offeror's employees and agents filling the positions set forth in the staffing requirements of Section 3.1 working on the State contract shall be free to work for the contractor awarded	**Tab F Experience and Qualifications of Proposed Staff**

the State contract notwithstanding any non-compete clauses to which the employee(s) may be subject. The Offeror agrees not to enforce any non-compete restrictions against the State with regard to these employees and agents if a different vendor succeeds it in the performance of the Contract. To evidence compliance with this non-compete clause prohibition, each Offeror must include an affirmative statement in its technical Proposal.	

11) Product Requirements
a) Offerors may propose open source software; however, the Offeror must provide operational support for the proposed software.
b) Details for each offering: The Offeror shall provide the following information for each offering:
    i) Offering Name;
    ii) Offeror relationship with manufacturer (e.g., manufacturer, reseller, partner);
    iii) Manufacturer;
    iv) Short description of capability;
    v) Version (and whether version updates are limited in any way);
    vi) License type (e.g., user, CPU, node, transaction volume);
    vii) Subscription term (e.g., annual);
    viii) License restrictions, if any;
	2.3.5 Product Requirements

ix) Operational support offered (e.g., customer support, help desk, user manuals online or hardcopy), including description of multiple support levels (if offered), service level measures and reporting;	**2.3.6.B.**
x) Continuity of operations and disaster recovery plans for providing service at 24/7/365 level;	**3.5 Disaster Recovery and Data**
xi) Ability of the offering to read and export data in existing State enterprise data stores. Offerors in their Proposals shall describe the interoperability of data that can be imported or exported from the Solution, including generating industry standard formats;	**2.3.1.3.K**
xii) Any processing or storage of data outside of the continental U.S;	**2.3.5 Product Requirements**
xiii) Any limitations or constraints in the offering, including any terms or conditions (e.g., terms of	**Provision of hosting agreement in Appendix**

service, ELA, AUP, professional services agreement, master agreement).	
xiv) Compatibility with the State's existing single sign-on system, SecureAuth or other single sign-on approaches;	**3.7.5 B.14)**
xv) APIs offered, and what type of content can be accessed and consumed;	**2.3.1.3.K**
xvi) Update / upgrade roadmap and procedures, to include: planned changes in the next 12 months, frequency of system update (updates to software applied) and process for updates/upgrades;	**2.3.1.2.V**
xvii) Frequency of updates to data services, including but not limited to, datasets provided as real-time feeds, and datasets updated on a regular basis (e.g., monthly, quarterly, annually, one-time);	**2.3.1.3.F**
xviii) What type of third party assessment (such as a SOC 2 Type II audit) is performed, the nature of the assessment (e.g., the trust principles and scope of assessment), and whether the results of the assessment pertinent to the State will be shared with the State. See also Section 3.9;	**3.9 SOC 2 Type Audit Report**
xix) Offeror shall describe its security model and procedures supporting handling of State data. If more than one level of service is offered, the Offeror shall describe such services. Include, at a minimum:	**2.3.1.3.K.3 Data security and 3.7.4 Information Technology**
(1) procedures for and requirements for hiring staff (such as background checks),	**3.7.2 Security Clearance / Criminal Background Check**
(2) any non-disclosure agreement Contractor Personnel sign,	**3.7.2 Security Clearance / Criminal Background Check**
(3) whether the service is furnished out of the continental U.S. (see security requirements in Section 3.7),	**2.3.5**

(4) Certifications such as FedRAMP,	**3.7.5 Data Protection and Controls**
(5) Third party security auditing, including FISMA,	**3.7.5 Data Protection and Controls**
(6) Published Security Incident reporting policy, and	**3.7.4**
(7) Cybersecurity insurance, if any, maintained.	**Tab K**

A-2:Per the vendor, the response of extending the page limit satisfied the question.

3. **Regarding Section 2.3.1.1 Contractor Planning Responsibilities.** This section includes a reference to section 3.1.3 and four bullets to be provided with the activity-specific initial Work Plan in our proposal. The four bullets also are requested in other sections of the document. Should we address them in section 2.3.1.1 and refer back to section 2.3.1.1, or refer the evaluator to the section where they are addressed, and/or repeat the response in the respective section?
   - Provide an activity-specific organization structure, including subcontractors, if any.
   Also requested in Tab F Experience Qualifications of Proposed Staff
   - Provide a staffing table with names and titles of staff assigned to each activity.
   Also requested in Tab F Experience Qualifications of Proposed Staff
   - Provide a breakdown for each activity that shows tasks and process flows, systems requirements and functionalities, timelines and reports, and staff resources required and allocated to each**.**
   Also requested in 5.3.2.F.3) and 5.3.2.F.1)
   - Create an initial SURS Control file, a data store that includes all adjudicated claims/encounters, provider data from provide subsystem and recipient data from recipient subsystem. Importing all data in the files listed in Appendices 8 through 16 to be approved by the Contract Monitor.
   Also requested in 2.3.1.2.C

4. **General:** Should the full text of each section 2 and section 3 requirement be included verbatim in our response or would a paraphrase or summary be acceptable?
A-4: Proposals should at a minimum reference the section at the beginning of the response.

5. RFP page 6, Section 2.3.1.2.R SURS System Requirements
Question: How many investigation ready leads does MDH anticipate to be delivered per month?
A-5: A minimum of 2 a month. This amount is separate from any leads that you may assist MDH staff with creating.

5

6. RFP outline: There are several places where the RFP outline numbering or lettering is not sequential. Please confirm these were formatting errors and that all content required content is included.
   - Page 11, 2.3.6   There is no subnumber 3) in A.- Confirmed
   - Page 12, 2.3.7   A. Is followed by L.; there is no B-K - Confirmed
   - Page 13, 2.4. Deliverable Submission A.followed by B.in the same line. Confirmed
   - Page 13, 2.4.2   The order of letters is A, C, D, B. Confirmed
   - Page 14, 2.4.3 E. follows H. Confirmed
   - Page 17, 2.5.1   Order of letters is A., F., B. Confirmed
   - Tab N is missing   RFP instructions goes from Tab M to Tab O. Confirmed

7. Section 5.3.1. Technical Proposal (page 53): "Proposals in response to this Request for Proposals shall have a maximum page limit of no more than one hundred (100) pages in length." We recommend the response to the Work Plan (as defined by Section 5.3.2 F 3) (page 55) in Tab E is limited to 100 pages. For requirements not directly tied to the Work Plan but requested in sections 2 and 3, supporting documents should be provided in the Appendix. We recommend the Appendix count toward scoring (i.e., remove this line from 5.2.6 "The State also reserves the right to base its selection decision solely on the content of the base proposal.")

8. Section 3.2.3.C Turnover and Closeout (page 24): "The Contractor shall work with the Department and the incumbent vendor to plan project activities and milestones, agreed upon project timelines, validate project requirements, define quality gates, manage project changes, and test requirements." Please confirm "incumbent" should be "successor."

A-8:

9. 3.5 Disaster Recovery and Data (page 26):   Program integrity reporting and analytic systems typically do not have transactional level disaster recovery requirements as found in this section. Would MDH change this requirement to allow vendors to propose any disaster recovery strategy as long as they remain compliant with NIST 800-53 moderate business continuity and disaster recovery guidelines?

A-9: Response Delayed Pending Program Response

10. Sections 3.7.4 Information Technology (page 30) and 3.7.5 Data Protection and Controls (page 30): Would ISO-27001 and/or SOC 2 be sufficient and meet all security requirements or is NIST 800-53 required?

A-10 Response Delayed Pending Program Response

11. Section 4.38.4 Acceptable Security (page 51): Please confirm this clause is not applicable since the Contractor is not required to provide one of the Bonds listed in 4.38.1, 4.38.2 or 4.38.3.

A-11 Response Delayed Pending Program Response

12. Section 4.5.3 Proposal Due (Closing) Date and Time (page 43): When considering the proposal delivery schedule, is MDH closed for any holidays in December and January? If yes, which ones?

A-12 Proposal are due on January 16th. State offices are open during normal business hours. In the event of inclement weather the due date will be reevaluated.

13. Section 6.2 Technical Proposal Evaluation Criteria (page 61)*: Will MDH share how scoring for the Technical Proposal will be weighted (e.g., 30 points Work Plan, 20 points System Requirements, 10 points Training, etc.)?

A-13:MDH will not share its evaluation scoring method.

14. 3.5.1 C Page 33 Source data for SURS systems are typically updated monthly. Will the state consider a recovery point objective of 24 hours and a recovery time objective of 48 hours, which will provide adequate recovery at a lower price?

A-14: This would depend on the reason for the disruption. (Customer service is of the essence here).

15. 2.3.1.2 S, page 16 Compiling and sorting source claims data into an analytically-ready SURS dataset is a time-consuming process that requires multiple, single-stage steps. Will the state consider 5 business days to process monthly data sets?

A-15: If the solution they are providing to us is based on what we are asking, it's solution and staff should be able to produce on a level of expertise that they can produce within 5 business days. Exceptions may apply.

16. 21.Costing Worksheet Can the State clarify the purposes of the "Total Hours Proposed" columns in Attachment B-1 Financial Proposal Form? Since this schedule represents additional work at T&M rates, hours by role cannot currently be estimated.

A-16:The Purpose of the 'Total Hours Proposed' is to show hours used to estimate the 'Base Period Cost' per year for each 'Solution Component'.

17. RFP page 6, Section 2.3.1.2.S SURS System Requirements
Question: Would the State accommodate a five (5) Business Day turn around for the SURS Control File after receipt from the Department?

A-17: Only if it is an issue that is justifiable and communication of said issues are expressed in a timely fashion.

18.